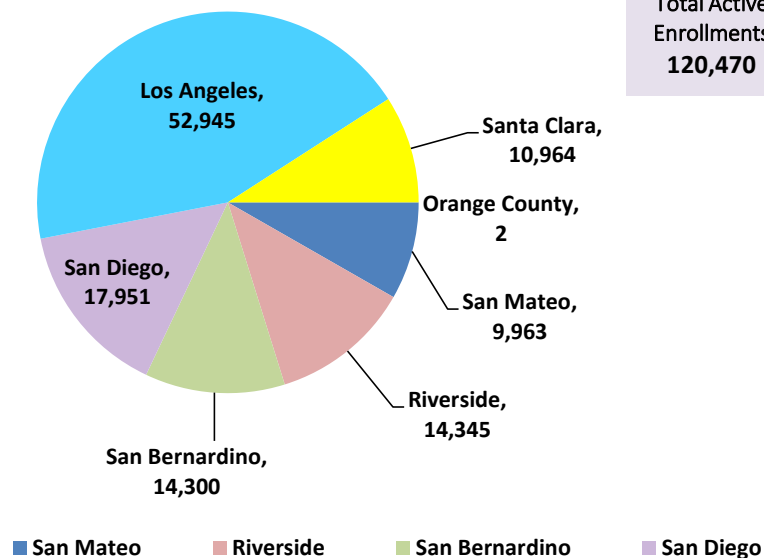


Cal MediConnect Monthly Enrollment Dashboard

As of July 1, 2015

Creation Date: 7/7/15

**Total Active Enrollments Effective July 1, 2015
by County**



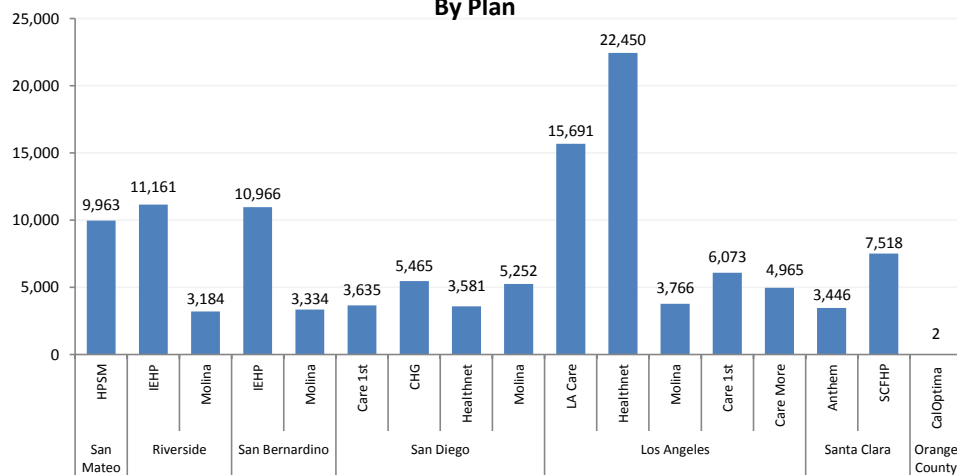
Projected Enrollments - Two Month Look Ahead

County	Active Enrollments as of 7/1/15	August Pending Enrollments	September Pending Enrollments	Total Projected Enrollments for September Month of Eligibility ¹
San Mateo	9,963	40	0	10,003
Riverside	14,345	161	0	14,506
San Bernardino	14,300	189	0	14,489
San Diego	17,951	112	0	18,063
Los Angeles	52,945	206	0	53,151
Santa Clara	10,964	482	1,459	12,905
Orange County	2	1,606	2,423	4,031
Total	120,470	2,796	3,882	127,148

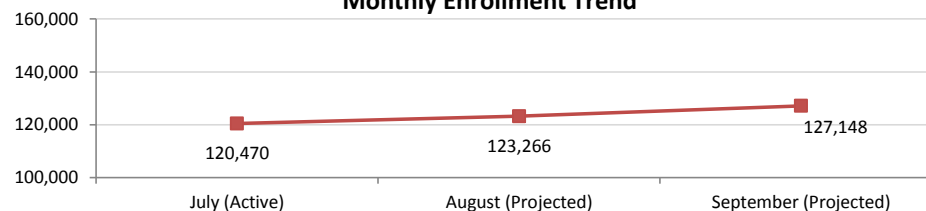
1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.

2. Santa Clara passive enrollments end 12/1/15. Orange County 12-month passive enrollment starts 8/1/15. Passive enrollments for all other counties have ended.

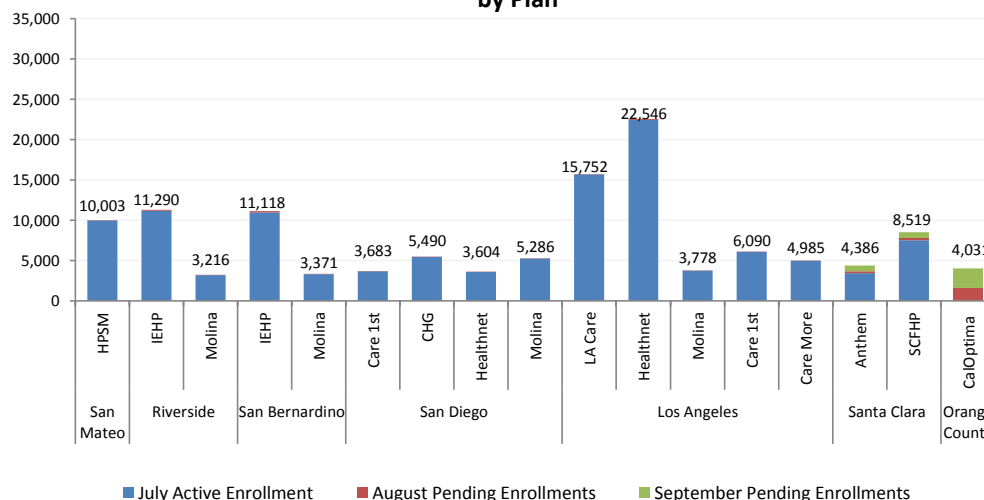
**Total Active Enrollments Effective July 1, 2015
By Plan**



Monthly Enrollment Trend



**Projected Enrollment Estimates for September 2015 Month of Eligibility
by Plan**





Cal MediConnect Monthly Enrollment Dashboard As of July 1, 2015

Creation Date: 7/7/15

DHCS Health Care Options Mailing Schedule ¹																	
Phase -->	2014								2015								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
	For Coverage Effective Date -->	May 1 ²	Jun 1	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1	Jan 1	Feb 1	Mar 1	Apr 1	May 1	Jun 1	Jul 1	Aug 1
90-day Notice -->	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 22	Jun 26	Jul 29	Aug 27	Sep 26-29	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 27	Apr 26	May 25
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958	22,256	23,347	15,052	16,737	15,364	2,386	593	1,633
60-day Notice -->	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 27	May 26	June 24
Choice Packet -->	Mar 6 - Mar 11	Mar 31	Apr 30	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	Mar 30	Apr 29	May 28	June 26
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934	18,241	19,118	106,596	20,824	21,350	13,870	15,099	14,293	2,162	537	1,513
30-day Notice-->	Mar 28	Apr 28	May 28	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 28	May 30	Jun 25	Jul 24
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946	95,394	16,233	17,889	11,470	12,318	11,522	1,841	392	

1. Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. Santa Clara mailings commenced in Phase 9 for Jan 1, 2015 coverage date. San Mateo notices are sent by the Health Plan of San Mateo. Orange County notices are sent by CalOptima.

Orange County Mailing Schedule¹

For Coverage effective date	90-day		60-day		30 day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2605		
Oct 1	6/23/15	3,687				
Nov 1						
Dec 1						
Jan 1						
Feb 1						
Mar 1						
Apr 1						
May 1						
Jun 1						
Jul 1						

1. San Mateo passive enrollment complete.

HCO Call Center Statistics June 2015

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
06/05/15	6,323	6,223	12	0.19%	9.06	0.32
06/12/15	6,938	6,818	18	0.29%	8.96	0.32
06/19/15	5,346	5,253	13	0.22%	9.27	0.32
06/26/15	5,194	5,109	4	0.09%	9.04	0.32
06/30/15	2,117	2,084	5	0.24%	9.22	0.32
Totals for Month	25,918	25,487	52	0.20%	9.09	0.32

1. Total calls received are hits to the call center system. Members may receive assistance in an automated phone tree, therefore are not accounted for in the call answered or abandoned counts.

July 2015 CMC Enrollment, Opt Out and Disenrollment Percentages

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴
Los Angeles	23%	51%	11%	16%	13%	61%	11%	15%	28%	45%	11%	16%
Riverside	48%	32%	8%	13%	37%	38%	10%	15%	52%	30%	7%	12%
San Bernardino	46%	34%	7%	13%	38%	39%	9%	14%	49%	32%	7%	13%
San Diego	36%	35%	9%	20%	24%	43%	10%	22%	38%	33%	9%	19%
Santa Clara ¹	45%	38%	6%	10%	33%	47%	8%	12%	49%	35%	6%	10%
San Mateo ²	83%	13%	4%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	32%	44%	9%	15%	18%	56%	10%	15%	37%	39%	9%	15%
Total w/o LA	46%	33%	8%	14%	32%	42%	9%	16%	49%	30%	7%	13%

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment. Involuntary disenrollment data is not available at this time.

3. Member requested disenrollment through the State's enrollment broker after the enrollment effective date.

4. Member disenrolled due to actions outside of the State's enrollment broker control. Of the total involuntary disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 6/30/15. MCOD Opt out metrics report dated 7/2/15.